

## New Update Process

Starting with version 7C on July 13, 2021

\*\* Updates always start with the number 1. This applies to regular and secure versions.

The purpose of the new update process is to make updating safer and smoother by preventing database corruption and various other issues.

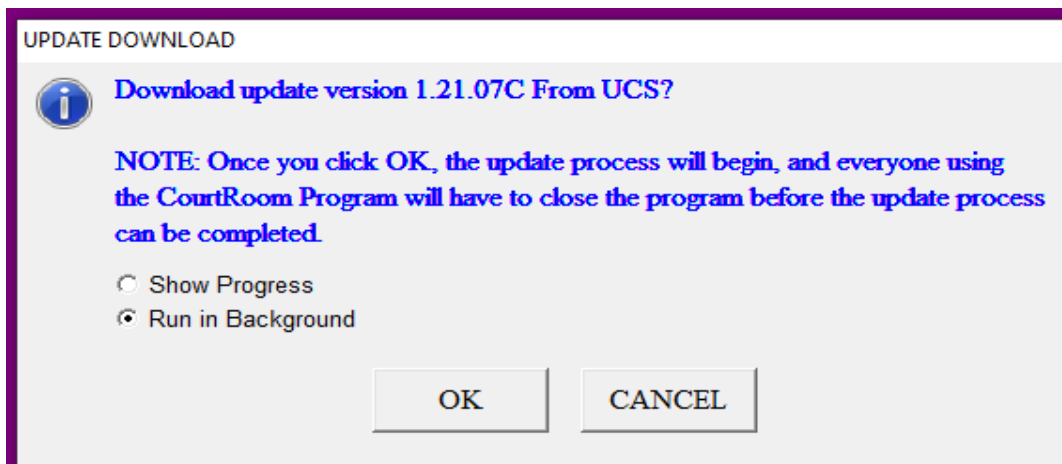
### Overview

Whenever a new version of the CourtRoom Program (CRP) is downloaded, the data files (database files) as well as workstations (for example your desktop and/or laptop) must be updated. The data file update happens when the 1st workstation update is complete. All other users are required to be out of the program when the 1st workstation is updating. Once the 1st workstation update is complete, the remainder of the workstations can be updated without the requirement that all other users must be out. After downloading a new version of the CourtRoom Program, all users will be prompted to update the CourtRoom Program when logging in.

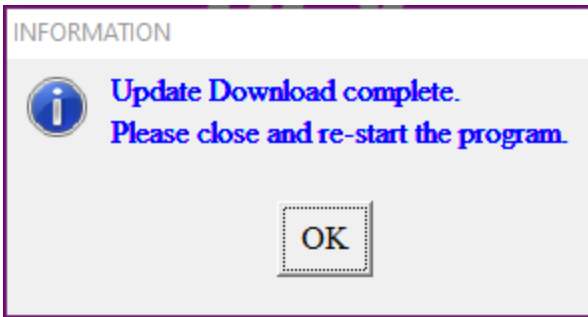
**Prior to updating the 1<sup>st</sup> workstation, please ask all other users to close out of the CourtRoom Program while you download the latest update.**

To download the latest update, go to:

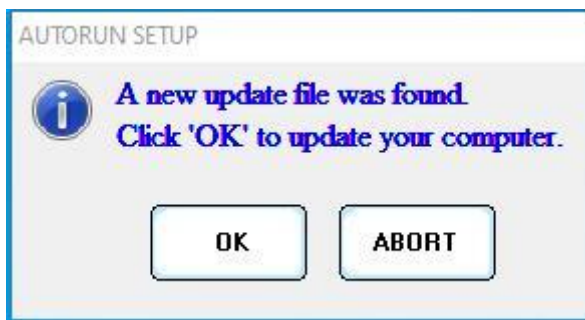
Help → 'Get Latest Program Update'



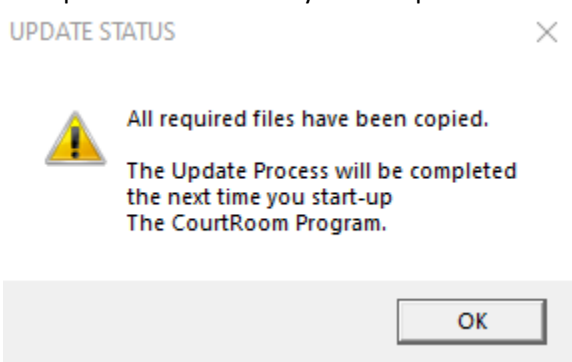
- You can elect to have the program download 'Show Progress' or 'Run in Background'. Make your selection and click OK.
- A message will appear displaying 'Update Download complete. Please close and re-start the program'. Click Ok.



- Close out of the CourtRoom Program and log back in.
- You will be prompted to update your computer. Click OK.
  - If you do not receive the prompt, please contact CourtRoom Program Support

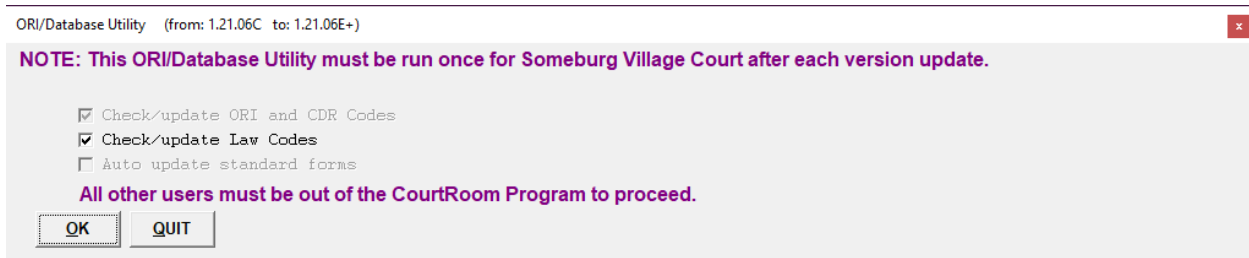


- Set up files will install on your computer.

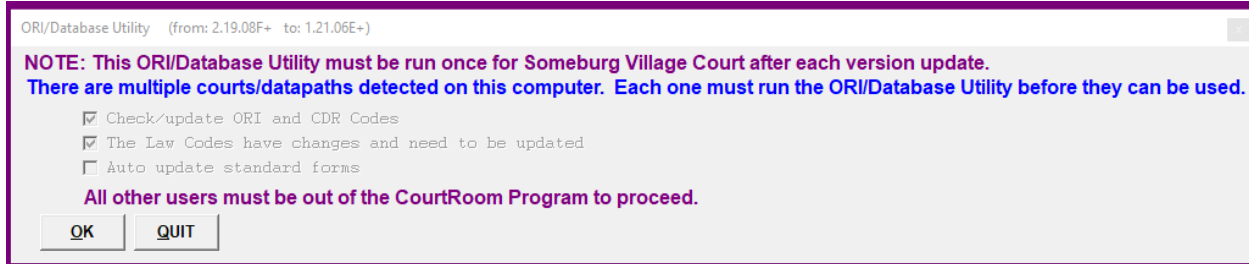


- Once the update is completed log back into the CourtRoom Program.
- The ORI/Database Utility will launch. Please note, the user is no longer able to skip the update dialog. You can either run the update or close the CourtRoom Program. At this point, all other users still need to be out of the CourtRoom Program. This needs to be run only once per court (datapath).

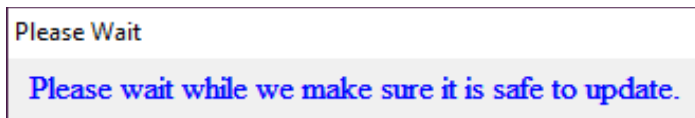
The new dialog box will look slightly different.



If a user supports multiple courts or the Judges have split databases, with separate icons you will see a message in blue which states: 'There are multiple courts/datapaths detected on this computer. Each one must run the ORI/Database Utility before they can be used.'

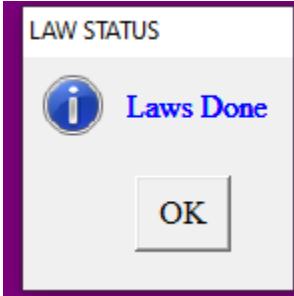


When the user clicks 'OK' on the update dialog, they will see the following dialog (If it is safe to update, this dialog will only display for a fraction of a second):



If the CourtRoom Program determines that no other users are using the program, it will proceed with the update. The update process will be the same as it was before however now the user will not be able to cancel or stop the update until it is finished.

- If the law codes were updated, click OK on the “Laws Status” dialog.



- Now the ORI Update Utility will display:

ORI UPDATE UTILITY x

|                 |                 |                   |                  |
|-----------------|-----------------|-------------------|------------------|
| 1 - Albany      | 17 - Fulton     | 33 - Onondaga     | 49 - Seneca      |
| 2 - Allegany    | 18 - Genesee    | 34 - Ontario      | 50 - Steuben     |
| 3 - Broome      | 19 - Greene     | 35 - Orange       | 51 - Suffolk     |
| 4 - Cattaraugus | 20 - Hamilton   | 36 - Orleans      | 52 - Sullivan    |
| 5 - Cayuga      | 21 - Herkimer   | 37 - Oswego       | 53 - Tioqa       |
| 6 - Chautauqua  | 22 - Jefferson  | 38 - Otsego       | 54 - Tompkins    |
| 7 - Chemung     | 23 - Kings      | 39 - Putnam       | 55 - Ulster      |
| 8 - Chenango    | 24 - Lewis      | 40 - Queens       | 56 - Warren      |
| 9 - Clinton     | 25 - Livingston | 41 - Rensselaer   | 57 - Washington  |
| 10 - Columbia   | 26 - Madison    | 42 - Richmond     | 58 - Wayne       |
| 11 - Cortland   | 27 - Monroe     | 43 - Rockland     | 59 - Westchester |
| 12 - Delaware   | 28 - Montgomery | 44 - St. Lawrence | 60 - Wyoming     |
| 13 - Dutchess   | 29 - Nassau     | 45 - Saratoga     | 61 - Yates       |
| 14 - Erie       | 30 - New York   | 46 - Schenectady  | 62 - Bronx       |
| 15 - Essex      | 31 - Niagara    | 47 - Schoharie    |                  |
| 16 - Franklin   | 32 - Oneida     | 48 - Schuyler     |                  |

Enter County number to search for ORI numbers: 58

If you need State Police agencies from other counties, enter the county numbers here: 0 0 0 0 0

If you need Local Police agencies from another county, enter the county number here: 0

OK

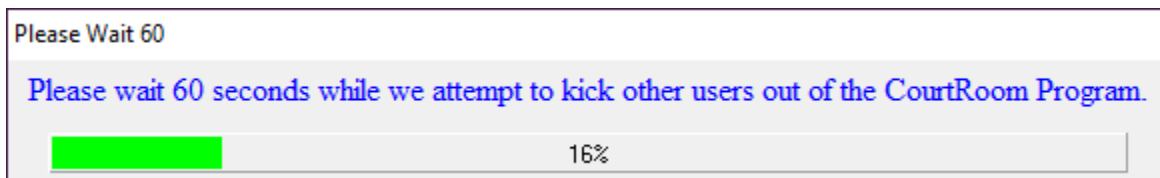
- The update ORI screen no longer has a cancel option.
- Make any additional ORI updates.
- Click OK.

If after 5 seconds the CourtRoom Program determines there are other users in the program, this dialog will be displayed:



If the user selects **'Return'** then they are sent back to the initial **'ORI/Database Utility'** screen.

If the user selects **'Kick other users out of the CourtRoom Program'**, then they will see the following dialog:

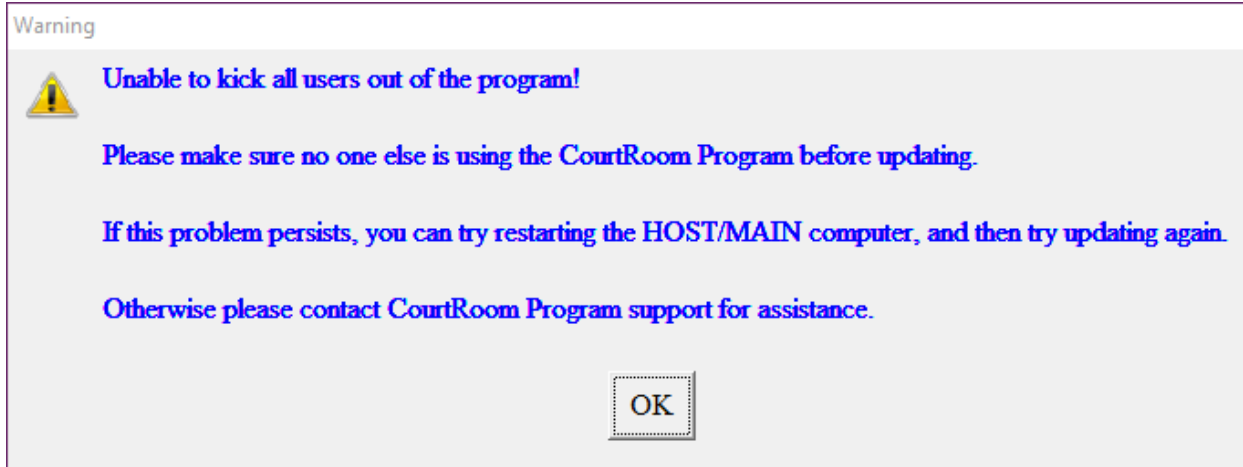


If after 60 seconds the CourtRoom Program is able to kick all other users out, then the update will start as normal.

**Notes:**

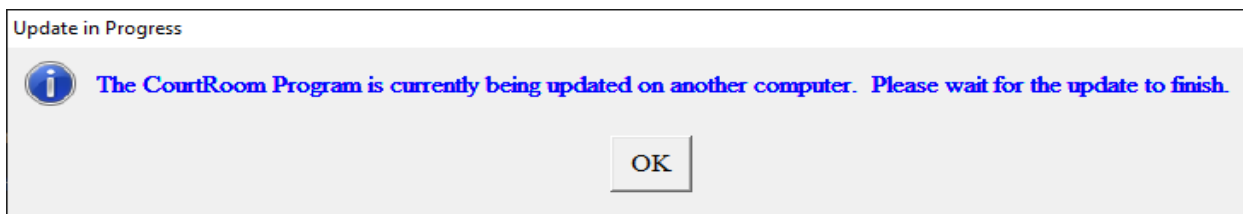
1. Users should not kick each other out whenever they need to update. With the option to: 'Kick other users out of the CourtRoom Program,' best practice would be to first ask other users to log out of the CourtRoom Program and use kick other users out as a last resort. For example, a clerk left early for the day but was still signed into the CourtRoom Program and his/her computer is locked. You could elect to use the 'Kick other users out of the CourtRoom Program' in this scenario.
2. Users will not be able to kick out other users from the CourtRoom Program during an update unless the other users are running version **1.21.06C for regular users and 2.21.06C for secure users** (Released on 6/15/21) or a later version.

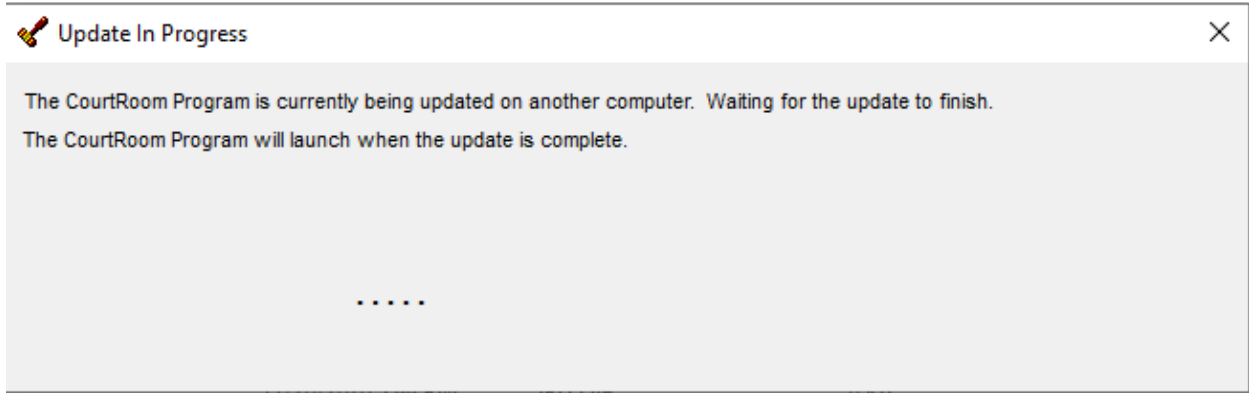
If the CourtRoom Program is not able to kick other users out, the following dialog is displayed:



Once this dialog is closed the CourtRoom Program will close. The user can then reopen the program and try again.

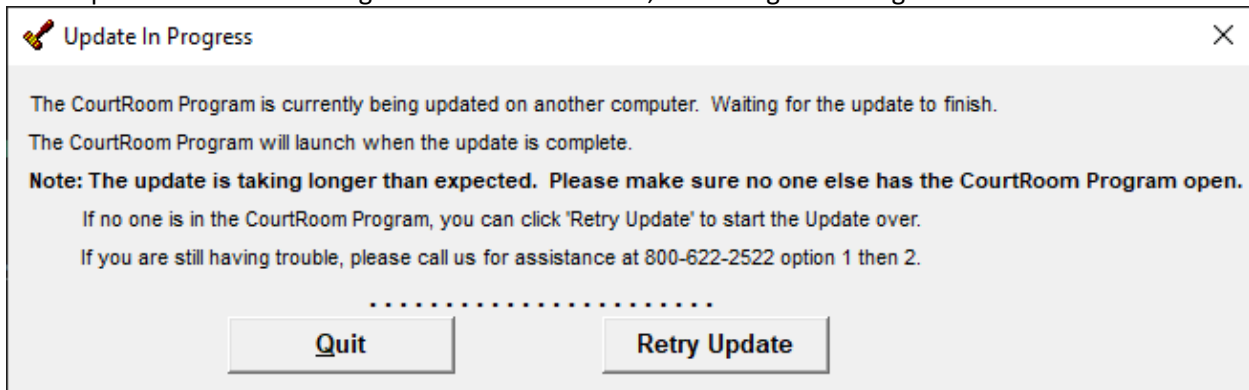
Once a database update has started, no other users will be able to enter the CourtRoom Program. If a user tries to open the CourtRoom Program while another user is updating the database, they will see one of these two dialogs providing they are running version **1.21.06C for regular users and 2.21.06C for secure users** (released on 6/15/21) or a later version. If they are running a version prior to 6C, for example **1.21.05D** (released on 5/19/21), then they will not see any **Update In Progress** dialog and will be allowed to enter the program.





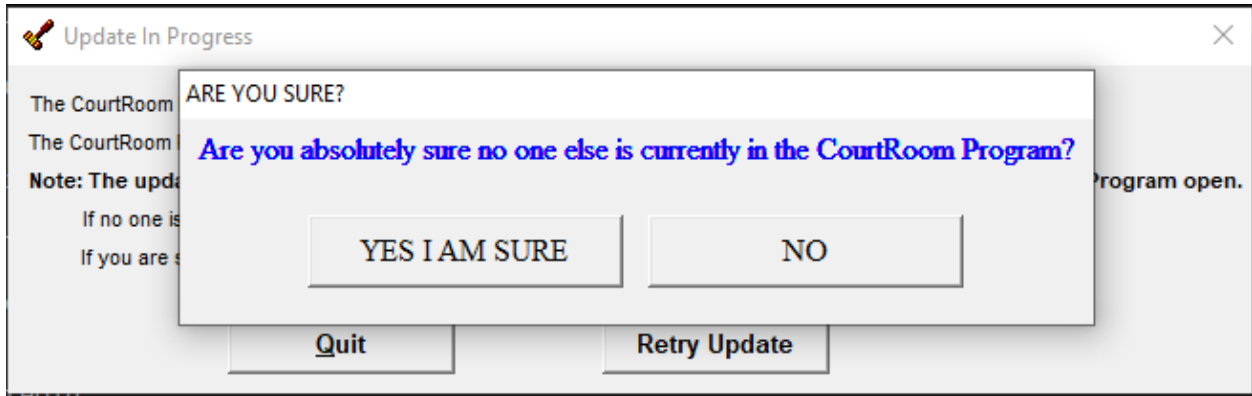
The dots on this screen move to let the user know the program hasn't frozen. This window is not able to be closed and will automatically close itself and launch the login screen as soon as the update is finished on the other computer.

If the update has been running for at least 10 minutes, the dialog will change to this:



The user has the option to close this window by clicking '**Quit,**' or retry the update by clicking '**Retry Update.**' '**Retry Update**' will:

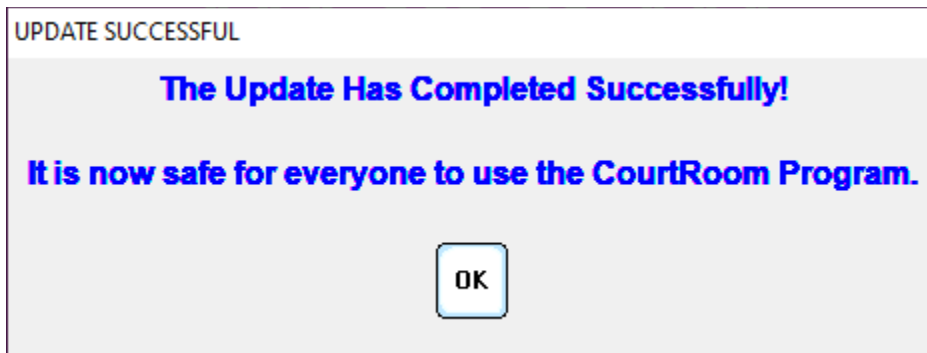
1. Ask the user to confirm that absolutely no one else is in the CourtRoom Program.  
**FAILURE TO ENSURE NO ONE ELSE IS RUNNING THE ORI/DATABASE UPDATE UTILITY MAY RESULT IN DATABASE CORRUPTION.**
2. Force this workstation to perform a database update when they log back into the CourtRoom Program.



If they click 'YES I AM SURE' the login screen will appear.

If they click 'NO' they are returned to the 'Update In Progress' window. They should only click 'YES I AM SURE' to retry the update if they are sure no one else is currently updating the program. **FAILURE TO ENSURE NO ONE ELSE IS RUNNING THE ORI/DATABASE UPDATE UTILITY MAY RESULT IN DATABASE CORRUPTION.**

Once the update has completed successfully, the user will see this screen:



This message indicates the update is complete, and it is safe for all users to use the program.

Subsequent users signing into the CourtRoom Program, will receive the following message:

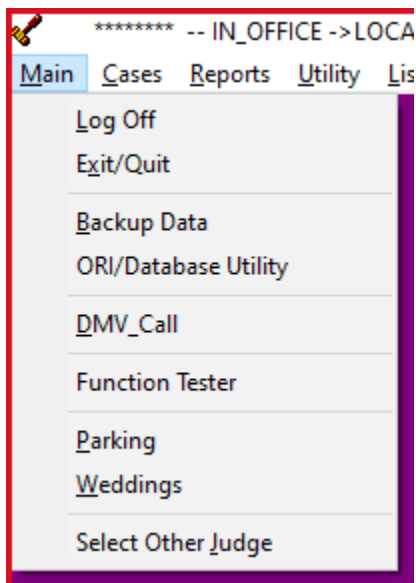




- All other users can do this at the same time.
- The setup files will install on your computer. This will update your workstation.
- You will see a dialog that all required files have been copied.
- The CourtRoom Program closes and relaunches.
- Log back into the program.

PLEASE BE ADVISED OF A RECENT CHANGE:

The 'Update' feature under Main on the main menu has been renamed to ORI/Database Utility. Every user will now have access to this feature. If you selected an ORI by mistake or did not select all of the ORI's that you need, you can go to: Main → ORI/Database Utility to refresh your ORI selection.



If you have any questions, please call the CourtRoom Program Support Staff at 1-800-622-2522, option 1 then option 2 or e-mail us at [helpcenter@nycourts.gov](mailto:helpcenter@nycourts.gov).